

## CLAIMS

What is claimed is:

1. A remote system for use with a gaming system, the gaming system having at least one gaming machine capable of issuing an alert, a host computer coupled to the at least one gaming machine by a network, the host computer including a database for maintaining alert information relating to the at least one gaming device, the remote system comprising:

a remote device for receiving data; and

a remote network interface coupled to the remote device for exchanging data between the host computer and the remote device, the data including alert information to process the alert.

2. A remote system, as set forth in claim 1, wherein the remote device is coupled to the remote network interface by a wireless connection.

3. A remote system, as set forth in claim 2, wherein the wireless connection uses and IEEE 802.11 standard.

4. A remote system, as set forth in claim 3, wherein the wireless connection is IEEE 802.11b.

5. A remote system, as set forth in claim 3, wherein the wireless connection is IEEE 802.11g.

6. A remote system, as set forth in claim 1, the remote device having a processor and a web client for interaction with a user.

7. A remote system, as set forth in claim 6, the web client for acquiring input from the user and formatting and presenting data to the user.

8. A remote system, as set forth in claim 1, the data including an alert form, the remote network interface for sending the alert form to the remote device.

9. A remote system, as set forth in claim 8, the data including a user role, the remote network interface for retrieving the user role from the remote device, sending the user role to host computer, the remote network interface for retrieving alert information from the host computer as a function of the user role.

10. A remote system, as set forth in claim 9, the alert form having alert information being selectable by a user, the remote network interface for sending the selected alert information to the remote network interface.

11. A remote system, as set forth in claim 10, the remote device having a processor and a web client for interaction with a user, the alert form being accessible through the web client.

12. A remote system, as set forth in claim 11, wherein the alert form is a web page.

13. A remote system, as set forth in claim 11, the alert information including alert detail, the remote network interface for retrieving alert details from the host computer as a function of the selected alert information.

14. A remote system as set forth in claim 13, the alert form including an alert button for selecting by the user, the remote device sending notification that the alert button is selected, the remote network interface for sending the notification to the host computer, the host computer for determining if the notification is valid and updating the data in the database if the notification is valid.

15. A remote system, as set forth in claim 14, the remote network interface for instructing the remote display to display an error message if the notification is not

valid.

16. A remote system, as set forth in claim 15, the remote network interface for sending the updated data to the remote device if the notification is valid.

17. A remote system, as set forth in claim 16, the alert button being a refresh button for requesting the host computer to send updated data, the remote network interface for sending the updated data to the remote device.

18. A remote system, as set forth in claim 14, the alert button being an acknowledge button for notifying the host computer that the alert is being acknowledged by the user.

19. A remote system, as set forth in claim 1, the alert information including an alert type for describing the type of alert.

20. A remote system, as set forth in claim 1, the alert information including an alert date for describing the date and time when the alert occurred.

21. A remote system, as set forth in claim 13, the alert detail including an alert type for describing the type of alert.

22. A remote system, as set forth in claim 13, the alert detail including an alert date for describing the date and time when the alert occurred.

23. A remote system, as set forth in claim 13, the alert detail including a device identifier for describing the gaming device the alert occurred on.

24. A remote system, as set forth in claim 23, the alert detail including a zone name for describing the zone that the device is located in.

25. A remote system, as set forth in claim 23, the alert detail including a bank name for describing the bank that the device is located in.

26. A remote system, as set forth in claim 13, the alert detail

including a repository identifier for describing the repository the alert occurred on.

27. A remote system, as set forth in claim 13, the alert detail including a document identifier for describing a document created.

28. A remote system, as set forth in claim 13, the alert detail including an alert value for describing value of the alert.

29. A remote system, as set forth in claim 13, the alert detail including an alert point for describing the point value of the alert.

30. A remote system, as set forth in claim 13, the alert detail including an employee identifier for describing the employee that initiated the alert.

31. A remote system, as set forth in claim 13, the alert detail including an alert message for describing the text message of the alert.

32. A method using a remote device for processing an alert for use with a gaming system, the gaming system having at least one gaming machine capable of issuing an alert, and a host computer coupled to the at least one gaming machine by a network, the host computer including a database for maintaining alert information relating to the at least one gaming device, the method including the steps of:

    sending a selecteable form to a remote device; and

    selecting the form by a user on the remote device for processing an alert.

33. A method, as set forth in claim 32, the gaming system including a host computer coupled to the at least one gaming machine and a remote network interface for coupling the remote device to the host computer, including the step of providing a wireless connection between the remote device and the remote network interface.

34. A method, as set forth in claim 33, wherein the wireless connection uses and IEEE 802.11 standard.

35. A method, as set forth in claim 34, wherein the wireless connection is IEEE 802.11b.

36. A method, as set forth in claim 34, wherein the wireless connection is IEEE 802.11g.

37. A method, as set forth in claim 32, the remote device having a processor and a web client for interaction with a user, the method including the steps of:

acquiring input via the web client from the user; and

formatting and presenting data to the user.

38. A method, as set forth in claim 32, the data including an alert form, the method including the step of sending the alert form to the remote device.

39. A method, as set forth in claim 38, the data including a user role, the method including the steps of retrieving the user role from the remote device, sending the user role to host computer, and retrieving alert information from the host computer as a function of the user role.

40. A method, as set forth in claim 39, the remote device having a processor and a web client for interaction with a user, the method including the step of accessing the alert form through the web client.

41. A method, as set forth in claim 40, the method including the step of selecting the alert information by the user.

42. A method, as set forth in claim 41, the alert information including alert detail, the remote network interface for retrieving alert details from the host computer as a function of the selected alert information.

43. A method, as set forth in claim 42, the alert form including an alert button, the method including the steps of selecting the alert button, sending notification that

the alert button is selected, sending the notification to the host computer, determining if the notification is valid and updating the data in the database if the notification is valid.

44. A method, as set forth in claim 43, the method including the steps of instructing the remote display to display an error message if the notification is not valid.

45. A method, as set forth in claim 44, the method including the step of sending the updated data to the remote device if the notification is valid.

46. A method, as set forth in claim 44, the alert button being a refresh button, the method including the step of requesting the host computer to send updated data, and sending the updated data to the remote device.

47. A method, as set forth in claim 42, the alert button being an acknowledge button, the method including the step of notifying the host computer that the alert is being acknowledged by the user.

48. A remote system, as set forth in claim 32, the alert information including an alert type for describing the type of alert.

49. A remote system, as set forth in claim 32, the alert information including an alert date for describing the date and time when the alert occurred.

50. A remote system, as set forth in claim 42, the alert detail including an alert type for describing the type of alert.

51. A remote system, as set forth in claim 42, the alert detail including an alert date for describing the date and time when the alert occurred.

52. A remote system, as set forth in claim 42, the alert detail including a device identifier for describing the gaming device the alert occurred on.

53. A remote system, as set forth in claim 52, the alert detail including a zone name for describing the zone that the device is located in.

54. A remote system, as set forth in claim 52, the alert detail including a bank name for describing the bank that the device is located in.

55. A remote system, as set forth in claim 42, the alert detail including a repository identifier for describing the repository the alert occurred on.

56. A remote system, as set forth in claim 42, the alert detail including a document identifier for describing a document created.

57. A remote system, as set forth in claim 42, the alert detail including an alert value for describing value of the alert.

58. A remote system, as set forth in claim 42, the alert detail including an alert point for describing the point value of the alert.

59. A remote system, as set forth in claim 42, the alert detail including an employee identifier for describing the employee that initiated the alert.

60. A remote system, as set forth in claim 42, the alert detail including an alert message for describing the text message of the alert.